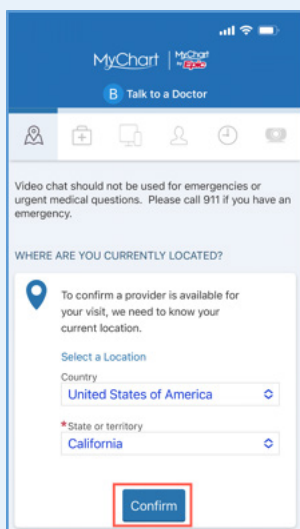
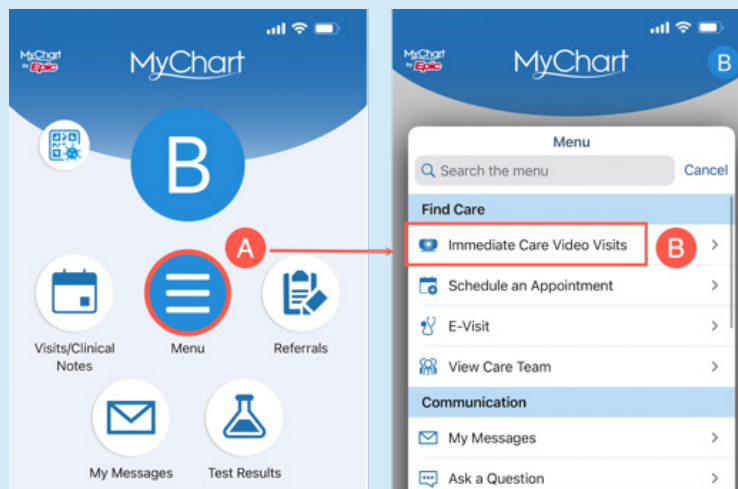


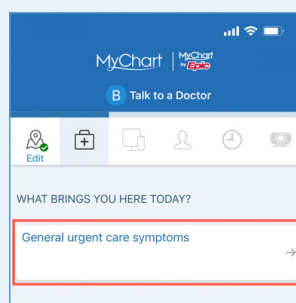
How to join **Immediate Care Video Visits** through your mobile device

If you need immediate care, you can join the queue for a video visit with a UCLA Health physician.

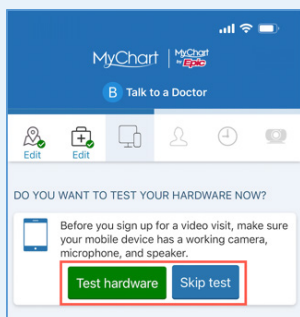
Go to  **Menu > Find Care > Immediate Care Video Visit**



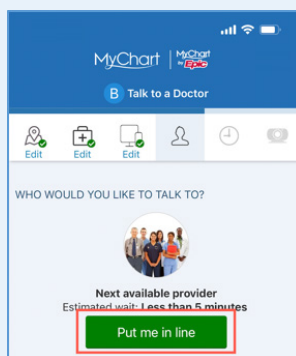
Step 1
Confirm your **Location**.



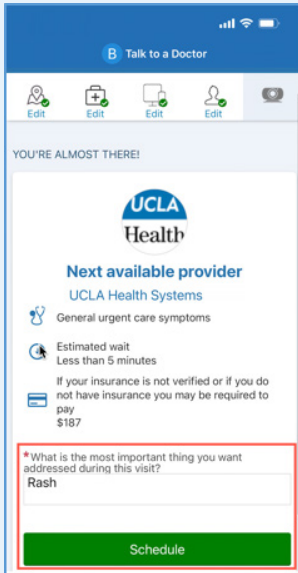
Step 2
Select **General urgent care symptoms**.



Step 3
Select **Test hardware or Skip test** to move on.

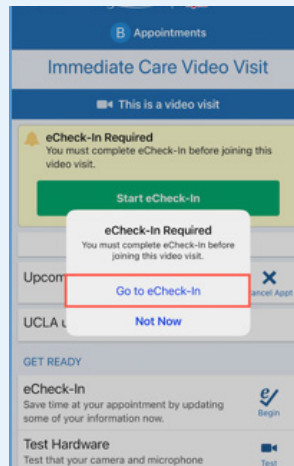


Step 4
Select **Put me in line** to be seen by the next available provider.



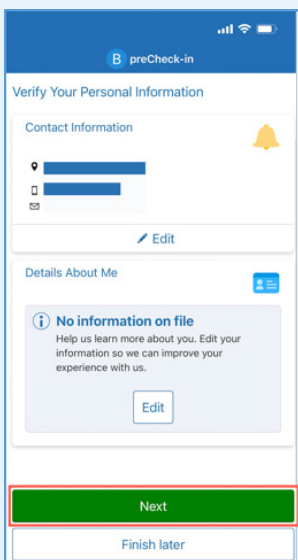
Step 5
Enter a reason
for visit.

Select **Schedule**.



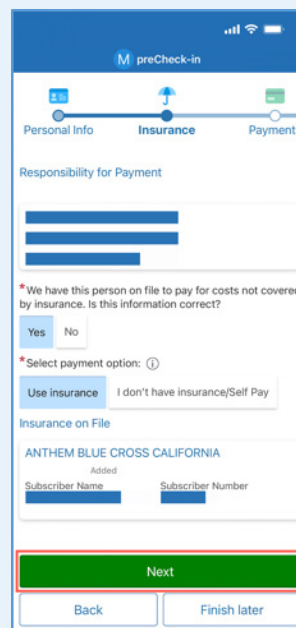
Step 6
eCheck-in is
required before
you can join a
video visit.

Select **Go to
eCheck-in**.



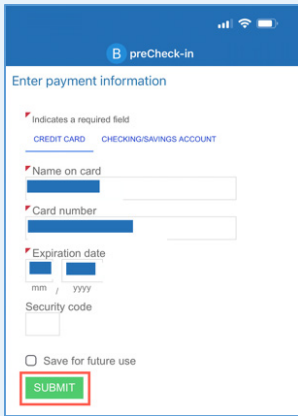
Step 7
Verify or update
your **personal
information**.

Select **Next**
to move on.



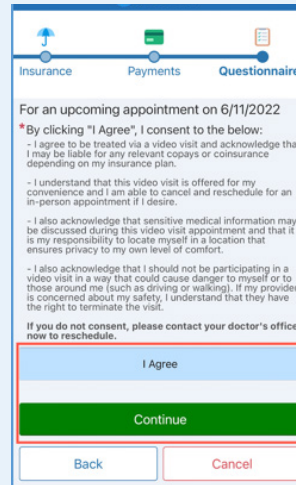
Step 8
Review your
**insurance
information**.

Confirm you are
the person
responsible for
costs not covered
by insurance and
choose a payment
option. If your
insurance is not on
file, you can add
coverage or
self-pay. Select
Next to move on.



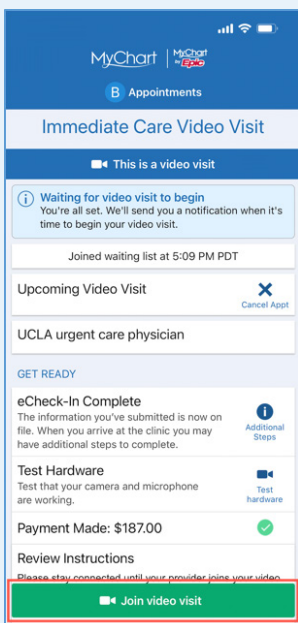
Step 9
Enter **payment information**. You can save payment information for future use and make co-pays or outstanding balances.

Select **SUBMIT**.

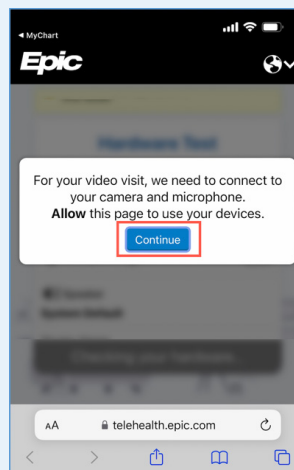


Step 10
Agree to the video visit consent and complete any required questionnaires.

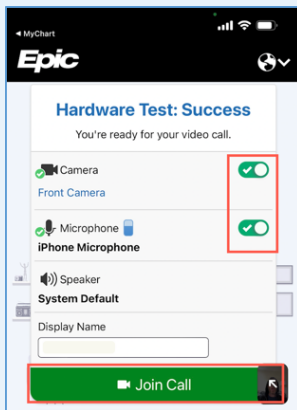
Select **I Agree** then **Continue** to join the video visit.



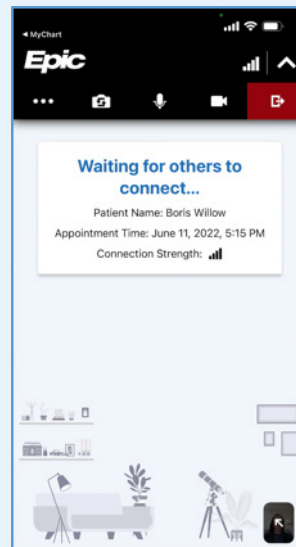
Step 11
Once eCheck in is complete, you will be able to join your video visit. Select **Join video visit**.



Step 12
You may be asked to connect your camera and microphone. Select **Continue**.



Step 13
Make sure both camera and microphone are toggled on. Select **Join Call**.



If your provider has not yet joined, you will see a message indicating "Waiting for others to connect...".

If you need assistance with a technical issue, call myUCLAhealth Technical Support at 855-364-7052.